



SMART PARTNERS®
PRACTICAL CONSULTING

ServiceNow management role Exclusive job

JAPAC wide project! WFH in place

Job Information

Recruiter

[Smart Partners](#)

Job ID

1491262

Industry

Pharmaceutical

Job Type

Contract

Location

Tokyo - 23 Wards

Salary

5.5 million yen ~ 9 million yen

Refreshed

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General Requirements

Minimum Experience Level

Over 6 years

Career Level

Mid Career

Minimum English Level

Business Level (Amount Used: English usage about 50%)

Minimum Japanese Level

Business Level

Minimum Education Level

Technical/Vocational College

Visa Status

Permission to work in Japan required

Job Description

Key Responsibilities:

- Manage JAPAC Service Desk operations and ensure SLA compliance.
- Lead ITSM process improvements and identify efficiency opportunities.
- Oversee regional desks in Japan, China, and the Philippines.
- Act as the entry point for JAPAC projects and resolve escalations.
- Create reports/dashboards and participate in regional/global meetings.
- Ensure compliance with Incident, Request, and Knowledge Management processes.

Required Skills

Requirements:

- Strong English and Japanese communication skills; Mandarin is a plus.
- 3-5 years of Service Desk management experience.
- Knowledge of ITIL best practices (certification preferred) and ServiceNow.
- Ability to work independently and thrive in a fast-paced environment.

Company Description